

WELCOME TO THE ADULT INPATIENT UNIT (AIPU) at University Behavioral Health Care



UBHC MISSION STATEMENT

University Behavioral Health Care is dedicated to excellence in the provision of behavioral health services while upholding the values and traditions of the community mental health movement. We are committed to being a leader in providing and promoting effective, efficient, compassionate, and accessible care.

The Adult Inpatient Unit (AIPU) is a program within University Behavioral Health Care (UBHC), a component of Rutgers, the State University of New Jersey. As part of a comprehensive, university-based healthcare system, we provide excellent psychiatric care for individuals from diverse cultures and backgrounds who are experiencing a variety of treatment needs. We will do everything we can to make your stay a brief, healing experience.

We understand that this may be a difficult time for you and your loved ones and encourage your collaboration with our team. We will work together to make your stay a positive, growing experience. We hope that this booklet will answer some of your questions and add to your understanding of our program. Please feel welcome to speak with staff anytime you have any other questions or concerns.



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ADMISSION INFORMATION

Upon admission you are assigned to a multidisciplinary treatment team which includes an attending psychiatrist or advanced practice nurse, a clinician, nurses, activity assistants, and mental health specialists. We provide a comprehensive evaluation in the form of a psychiatric, diagnostic and psychosocial evaluation. Your psychiatrist or advanced practice nurse will meet with you daily to evaluate your progress and determine if you have met your treatment goals.

Once admitted, all individuals are placed on one of the following observation levels to ensure their safety:

1. 1:1 - requires staff to always be within arm's length. This level of observation is for individuals at the highest risk of harming themselves or others.
2. Q15 – Requires your location to be checked by staff every 15 minutes.

MEDICAL TREATMENT

Your health and safety are our highest priority. Every individual is given a physical examination upon admission which may include basic lab work, EKG, unless medical clearance was done prior to admission. Vital signs are monitored regularly for all individuals. At any time, if you have questions or concerns about your physical health or experience any pain or symptoms of illness, please immediately speak with a staff member. If you become physically ill while hospitalized, you will be assessed by an Advance Practice Nurse or M.D. and appropriate treatment will be administered. In case of a serious emergency requiring immediate medical attention first aid is available through the UBHC Emergency Medical Team. With your consent or as permitted by law, your family may be notified in case of any serious medical emergency, illness or injury.

THERAPEUTIC GROUPS

You will be provided with treatment through a multidisciplinary team approach. Group Psychotherapy is facilitated by Mental Health Clinicians and is used to address issues which may be impacting your life and / or contributing to your hospitalization. The group is designed to provide a forum for discussion and support to improve coping skills and gain a better understanding of your illness. Your active participation in groups and activities is essential to your recovery and wellness. Each day an hourly schedule of group programming is posted in the community dayroom.



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SAMPLE TYPICAL WEEKDAY SCHEDULE

6:30 AM	Wake up, Vital Signs, Hygiene & Grooming
8:00 AM	Breakfast, Medication
9:00 AM	Morning Meeting and Goals Group
10:00 AM	Skill Building
11:00 AM	Exercise & Wellness
12:00 PM	Lunch & Free Time
1:00 PM	Team Solutions
2:00 PM	Group Therapy
3:00 PM	Reflection/Free Time/Snack
4:00 PM	Therapeutic Activities (Art or Recreation Therapy, Relaxation, Spirituality)
5:00 PM	Dinner
6:00 PM	Leisure Activity
7-8 PM	Visitation
8:00 PM	Nursing Education Group (Physical Health and Wellness)
8:30 PM	Evening Wrap-Up Group & Community Meeting
9:00 PM	Medication, Hygiene & Grooming
10:00 PM	Lights Out

❖ **COURTYARD BREAKS** all patients have a right to courtyard break, unless clinically indication forbids it, this will be at the discretion of the physician.



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PATIENT EXPECTATIONS AND RIGHTS

Confidentiality – In order to promote an atmosphere of mutual respect and understanding we ask that you keep personal information about others confidential. Information about your program participation is shared with your treatment team to provide ongoing assessments and support across all treatment modalities.

Your protected health information cannot be disclosed by staff outside of the agency without your written consent except in certain situations, such as for coordination of care with other health care professionals or your insurance carrier, in the event of an emergency or as otherwise required by law. We also suggest that you do not disclose your personal information such as telephone numbers, addresses, email addresses or offer financial or housing assistance to others in the program. Please refer to the “Notice of Privacy Practices”, which contains more detailed information on our policies.

Property - You are encouraged to send any valuables home with family as we cannot be held responsible for lost items. Cell phones and money (more than \$50) will be placed in a sealed envelope and locked away until you are discharged.

Personal medications that are not used during your admission will be sent to the pharmacy for safe keeping until your discharge. If you need the medication during your stay, your assigned doctor or advance practice nurse will write an order, and the medications will be relabeled by our pharmacist for use on the unit.

Other personal items such as toiletries (**travel size 4-6 oz only**) will be labeled with your name, stored in a locked cabinet on the unit and will be available for use during free time.

Safety – Your safety and the safety of others on the unit is of the utmost importance to us. It is necessary for staff to request that you remove any personal items that may be of a safety concern (belt, shoestrings). These items will be returned after evaluation and approval by your treatment team. If you are having thoughts of harming yourself or are experiencing any other safety issues, please inform a staff member immediately. For safety the following are not allowed on the unit:

- ❖ Weapons of any kind
- ❖ Glass items
- ❖ Drugs/Alcohol
- ❖ Pornographic material
- ❖ Laptops, iPods, cell phones
- ❖ Matches/Lighters, Cigarettes/Cigars/Vapes
- ❖ Heavy construction/steel toe boots



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Spiritual Needs – Clergy may visit any time during business hours.

Communication – There are two phones on the unit for your use. Phones are turned off during group times. Please limit your calls to 10 minutes out of courtesy for others who may be waiting to use the phone. The phone numbers are **(732) 699-9537 or (732) 699-9544.**

Meals - The dietary department provides patients with three meals per day and snacks. Special diets may be ordered by your doctor for individual medical or religious needs. A consultation with a registered dietician will occur during your stay. Food is **NOT** permitted in your room.

Rooms - It is expected that you keep your room neat and clean. If you require assistance with this please ask any staff member to assist you. Clean linen is available on a daily basis for you to make up your bed. You are allowed (1-fitted sheet / 1- pillowcase / 1- blanket). Please do **NOT** place items on the heating/cooling units, as this is a fire hazard. Personal items should be neatly stored in the shelving units in each room.

Clothing/Laundry-To help ensure the safety, privacy and dignity of each individual, the following guidelines apply:

- Casual, appropriate clothing (without offensive or suggestive content) and appropriate to the season is suggested. ***No Hooded Shirts***
- Foot wear should cover feet at all times (closed toe shoes).

When permitted off the unit, you must be dressed appropriately and wear shoes. Please be dressed (no pajamas) by the first group session of the day. If you only have one set of clothing, gowns may be worn on the unit while your clothes are being laundered. Everyone is expected to wear clothing that is clean and free from odors. A washing machine and dryer are available at no cost and laundry detergent is provided. UBHC staff is not responsible for clothing or other items brought onto the unit.

Smoking – In accordance with NJ State law, UBHC is a smoke free facility and smoking is not permitted in the building. Members of your treatment team can provide information regarding smoking cessation options (nicotine patch, lozenges, gum) and treatment as requested.

Visiting –Visitors will be limited to two family members per patient at a time. Items brought in by visitors will be checked to assure safety. Please inform staff if there are individuals you would like to restrict from visiting. Visitors are encouraged to leave ALL valuables at home/car.

Emergency Interventions - If the treatment team determines that you are at a high risk of harming yourself or others, the team may increase your level of supervision, offer medication and/or offer additional interventions such as mechanical restraint and/or seclusion.



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Participation in Research Studies at UBHC –As a teaching and research center, UBHC is frequently involved in conducting research studies. You may be invited as a participant in a research study. Participation in a research study is entirely voluntary and will not in any way affect your treatment. Your written and informed consent is required before you can be enrolled in any research study.

Psychiatric and Medical Advanced Directives – An Advanced Directive is a legal document that indicates an individual's preferences regarding the use of life sustaining procedures or psychiatric treatment in the event he or she becomes unable to make a decision regarding mental health treatment. If you have questions regarding a Psychiatric Advanced Directive, please feel free to ask your treatment team members.

Letters from the Court - You may receive two letters in the mail in reference to your hospitalization. The Courts of the State of New Jersey will inform you of a scheduled hearing that is mandated by law to assure that you understand your legal rights about hospitalization. A lawyer provided by the State will meet with you to discuss the hearing and to review your rights. The hearing will occur at our facility, is brief and is designed to protect your civil rights. If you are discharged prior to your hearing, you will **NOT** need to attend.

The County Adjuster letter is asking you to arrange an interview in order to discuss the fee for hospitalization. If needed, you may be asked to bring in various financial documents to review your account. If you have any questions or concerns about either of these letters, please call the telephone number that is documented on the letter or ask a member of your treatment team.

Complaints – During your stay, if you have any issue related to your treatment you are receiving or a member of our staff, please ask to speak to a supervisor. We want to work closely with you to resolve any issue you may be experiencing. If you are unable to achieve satisfaction through these avenues or prefer not to, you may choose to contact the Patient Advocate to discuss your complaint or other issues at any time (contact information is listed at the end of this packet).

Safe Patient Handling for Families in Behavioral Health Settings

Why is this important?

At UBHC, we care about both **emotional safety** and **physical safety**. Safe patient handling means helping your loved one move safely and feel supported during hard times.

Physical Safety



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- Staff use special tools like **lifts** or **transfer chairs** to help patients move.
 - This keeps **patients and staff safe from injuries**.
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Emotional Safety

- Staff make sure the space feels **calm and safe** when someone is upset.
 - They use **kind words and calming techniques** instead of force.
 - Staff are trained to understand **trauma** and how it affects people.
 - After a hard moment, staff talk with patients to give **emotional support**.
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How Families Can Help

- Stay informed about what is happening.
- Ask questions if you are unsure.
- Work with the care team to keep your loved one safe.



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VISITING HOURS POLICY

1. The number of visitors for any one patient should be limited to 2.
2. No appointments needed.
3. Visitors on the Adult Inpatient unit must be 18 years of age and older.
4. No visitors are allowed on the unit after regular visiting hours. Prior arrangement requires a physician order.
5. All visitors must visit in the appropriate areas designated by staff and use restrooms outside the unit. Visitors may **NOT** visit in patients' rooms.
6. Starting 8/1/2025 No outside food or drinks allowed.

VISITING HOURS

Monday - Friday	7:00 PM - 8:00PM
Saturdays, Sundays & Holidays	2:00 PM - 3:00 PM

TELEPHONE HOURS

Main Staff Phone: 732-235-5620 (24 hours a day)
Patient Phone: **732-235-4785** or **732-235-4719**

Individuals **are able to make or receive calls** on the patient phone at the following times due to group activities:

Monday – Friday and Sunday	Saturday and Holidays
7 - 9 am	7 - 9 am
12 - 1 pm	12 - 4 pm
5 – 8 pm	5 – 8 pm
Other times by arrangement	Other times by arrangement

Family members can call to speak with staff or leave messages for the psychiatrist, advance practice nurse or clinician at any time by calling 732-235-5620. Please be aware that contact restrictions may prohibit us from giving information about you to your loved ones without your permission.



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IMPORTANT NUMBERS – PISCATAWAY CAMPUS

Adult Inpatient Unit, Main Staff Phone: 732-235-5620 (24 hours a day)	
Name	
Dr. Azima Ashraf, MD Medical Director and Attending Psychiatrist Acute Adult Inpatient Services – 732-235-3426	
Marvella Cephas Assistant Director of Nursing Acute Inpatient Services 732-235-4261	
Michelle Miller Vice President Acute Inpatient Services 732-235-5093	
Salanisa Rillera Nursing Manager Adult Inpatient Unit 732-235-4370	Makeda Burr Nursing Manager Child Inpatient Unit 732-235-5039
Attending Psychiatrists Dr. Sakina Gunja – 732-235-5855 Dr. Jack Fatica – 732-235-4377 Harpreet Kaur APN-732-235-5620 Unit Clinicians (Therapists) Jamaal Ryan, LCSW – 732-235-2127 Kristin Dewan, MS, LAC – 732-235-8790 Charles Centinaro, LSW – 732-235-3950 Joi Preston, LSW – 732-235-4658 Kia Gooden, LSW – 732-235-5273	
Keith Stowell, MD, CMO Chief Medical Officer – 732-235-3490	
Patient Advocate 732-235-3921	
UBHC Patient Accounts - 732-235-4464	
UBHC Main Number – 732-235-5500	



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DIRECTIONS

**Rutgers University Behavioral Health Care
671 Hoes Lane West, Piscataway, NJ 08855
732-235-5500**

From Route 18:

Take Route 18 North through New Brunswick and across the Raritan River to Piscataway. As you cross over the John Lynch Bridge, stay in the right lane and take the exit for River Road/Piscataway/Highland Park. Turn right at the end of the ramp toward Piscataway onto River Road. Pass through two lights (the second light is at Landing Lane). See Johnson Park, pass the Rutgers Stadium and at the third light (3/4 miles from Landing Lane), make right onto Hoes Lane West. Follow directions below from Hoes Lane West.

From Route 287 Southbound:

From the Exit 9 – Bound Brook/Highland Park exit, follow the ramp to the right at and exit onto River Rd. At the third traffic light (about 3 miles) turn left onto Hoes Lane West. Follow directions below from Hoes Lane West.

From Route 287 Northbound:

From Exit 9 – Bound Brook/Highland Park, turn left at the end of the exit onto River Road. At the fourth traffic light (about 3 miles) turn left onto Hoes Lane West. Follow directions below from Hoes Lane West.

From Hoes Lane West:

Once on Hoes Lane West (from River Road), you will pass a residential area and Rutgers Golf Course. Proceed about a mile to 671 Hoes Lane. Pass the first sign on the right and go to street sign for 671 Hoes Lane, University Behavioral Health Care.

Parking and Mass Transit

Visitors can park in parking Lot B on the left in the numbered parking spots in the front row. Utilize the pay stationmeter at the entrance of the parking lot, as directed, according to your spot number. Cross street and proceed to third door on left to the main entrance of UBHC. Ask the receptionist at the front desk to direct you to the Adult Inpatient Unit, if needed.

University Behavioral Health Care is approximately 3.5 miles from New Brunswick by taxi.

